

Reinventing Arizona's Safety Net System



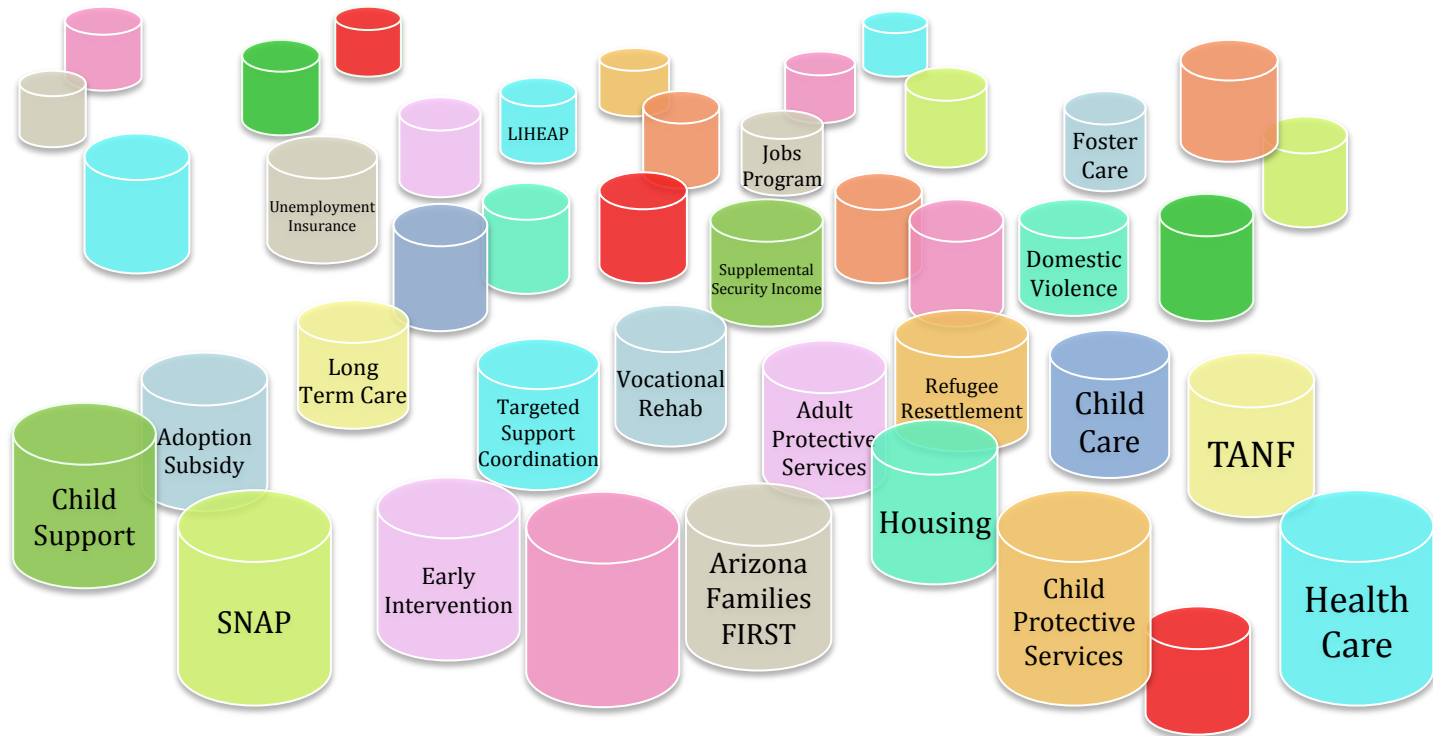
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Demonstration Project Community Forums
September 2013



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

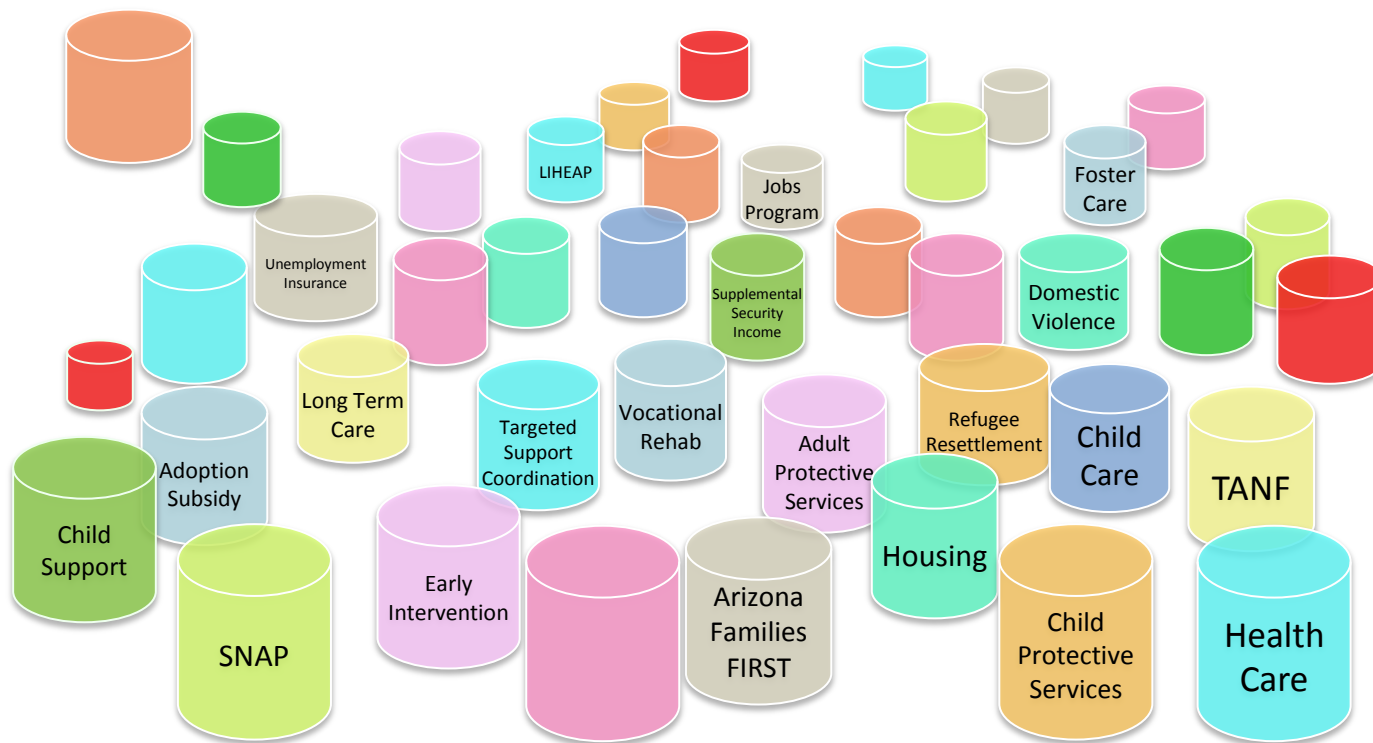
Current Safety Net Design



Flaw of Silos



Flaw of No Shared Vision



Flaw of Limited Objectives

Program-centric systems fail to take into account whether they improved the consumer's situation beyond the immediate benefit.



Provide employment and training services to employers and individuals seeking new, better or first jobs.



Assist eligible families with child care costs and enable parents to participate in employment, and education and training activities.



Provide services and support coordination to eligible individuals with developmental disabilities.



Establish paternity and child support orders.



Provide SNAP benefits to eligible individuals at the correct amount and within the prescribed time frame. Ensure that the benefit was expended for its legally authorized purpose.



Respond and investigate reports of child abuse and neglect.



Flaw of Perpetuating Dependency



Vision for Arizona's Safety Net

The Arizona safety net is designed and operated to intentionally improve the ability of safety net users to:

- *attain self-sufficiency;*
- *enhance individual freedom; and*
- *reduce dependency on public supports.*



Arizona's Mission

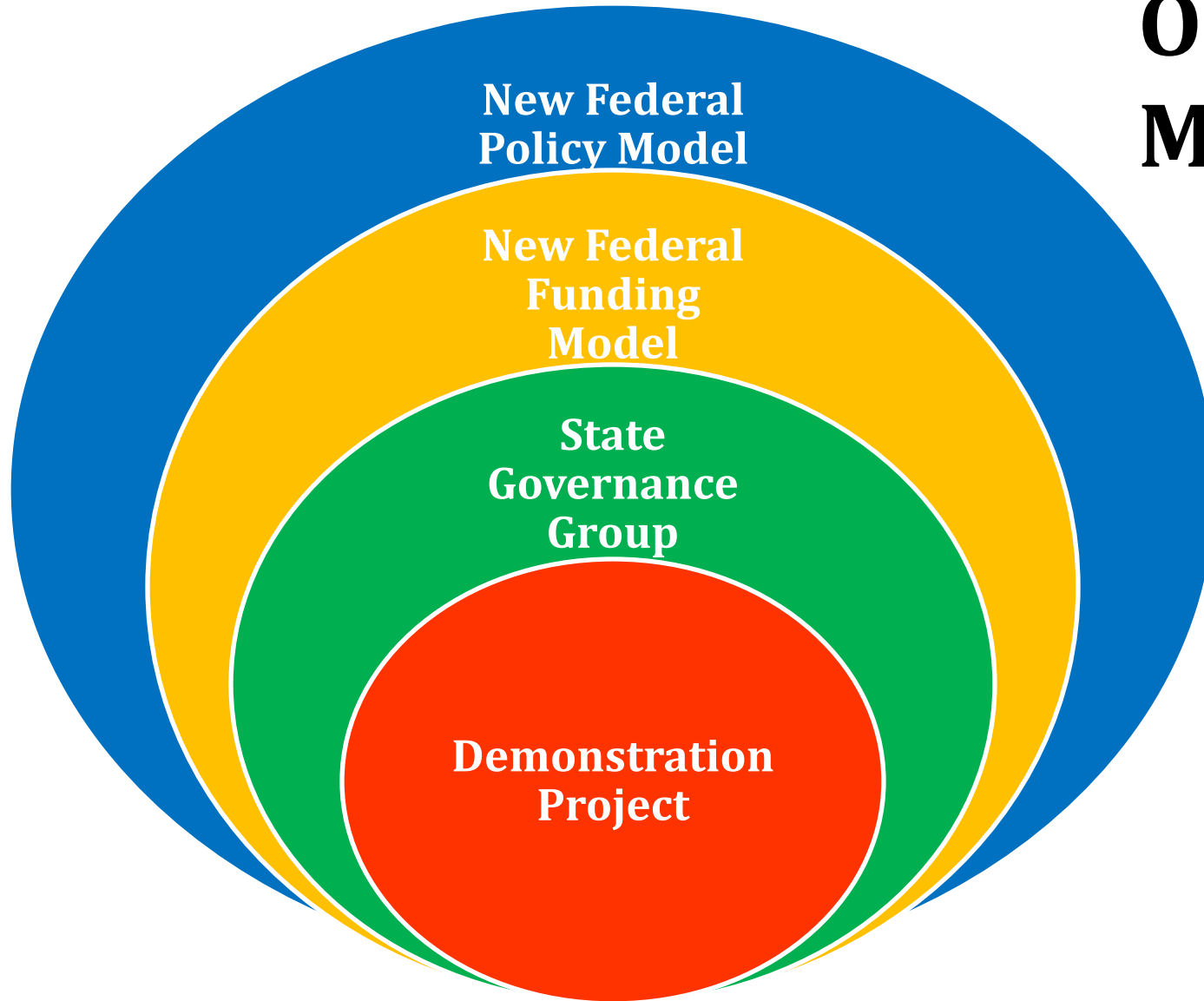


Arizona is reinventing its public safety net from a loosely connected system of programs to one that coordinates services to improve the quality of life and reduce dependency of safety net users on public supports.

No existing social services system is designed and operated to achieve this objective.



Operating Model







Demonstration Goals

1. **Test the model for building the capacity of safety net users to become more self-sufficient and move beyond the need for public assistance.**
2. **Determine how to bring this model to scale.**



Demonstration Sites

- **Phoenix:** 4635 South Central
- **Prescott Valley:** 3274 Bob Drive
- **Tucson:** 5441 East 22nd Street



Important Dates

September 2013 – March 2014

Initial Implementation:

- ✿ **September:** South Phoenix office
- ✿ **Early 2014:** Tucson and Prescott Valley offices

April 2014

Initiate Evaluation through
Arizona State University



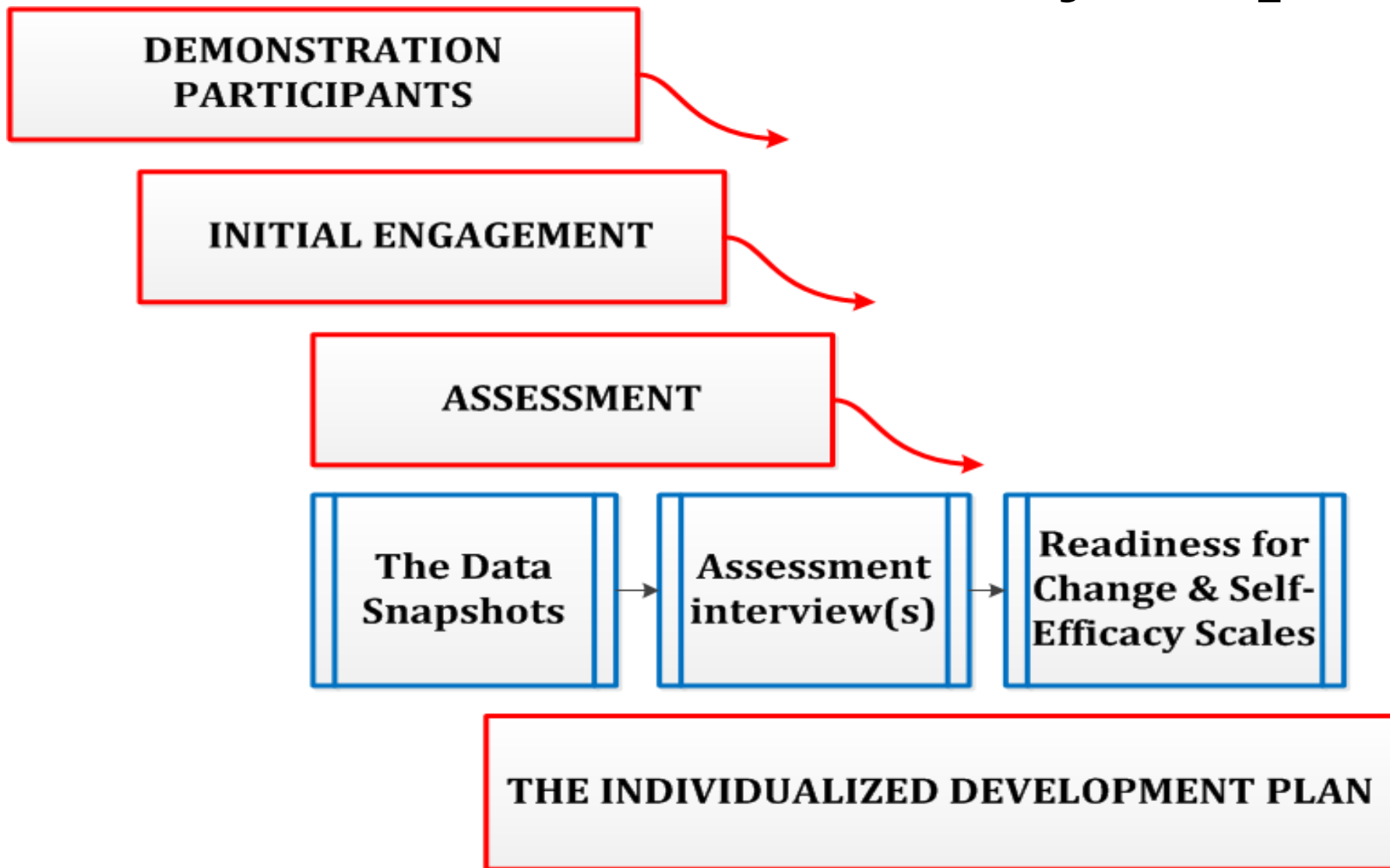
Focus of the Initial Implementation

Learning!

- ✿ Engage 200 individuals
- ✿ Test and evolve tools and processes
- ✿ Hire and support case coordination staff
 - test hypothesis regarding case coordination ratios, competencies, training, supervision and coaching models
- ✿ Implement, test, refine and expand the Integrated Case Coordination System
- ✿ Develop and refine outcomes and metrics



Primary Steps



Initial Demonstration Participants

The initial focus will be on engaging individuals who:

- Are eligible for SNAP (renewals)
- Are 18-55 years of age
- Have dependents
- Are unemployed
- Agree to volunteer

Initially will not include individuals involved with:

- Child Protective Services
- Adult Protective Services
- Refugee Resettlement Program
- Temporary Assistance for Needy Families



Initial Engagement Strategies



In person



Telephonic



Mailings



Assessment



✿ Data Snapshot:

- the Integrated Case Coordination System (ICCS)

✿ Assessment Interviews

✿ Two Instruments:

- the University of Rhode Island Change Assessment Scale (URICA) and
- the General Self-Efficacy Scale



Characteristics and Functions of the Assessment Interview

- Motivational Interviewing Approach
- Individualized
- Explores existing and potential informal and formal resources
- Supports the earliest possible engagement of and coordination with appropriate subject matter experts
- Conducted regularly and informs the Plan and potentially other plans



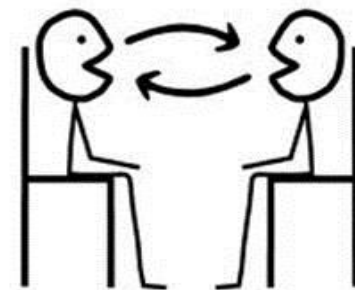
Assessment Interviews

✿ Aspirational questions

✿ Domains:

- Employment and Income
- Health and Disability
- Mental Health and Substance Abuse
- Relationships and Safety
- Children
- Caregiving

✿ Contributing factors and impacts



Individualized Development Plan

- ➡ Articulates the individual's desired outcomes and the strategies, action steps, resources and responsibilities related to attaining those outcomes.
- ➡ Builds on existing assets and resources.
- ➡ Coordinates with other plans, with appropriate consent.
- ➡ Supports and reflects teaming.



Demonstration: Evaluation

ASU is developing the methodology

- Surveys
- Random assignment
- Sample size



Community Engagement

- ▶ **Demonstration Project Advisory Board**
- ▶ **Coordinate information gathering and sharing through existing stakeholder groups**





Questions

<https://www.azdes.gov/Transformation/>